

Specialist Senior Customer Service (64501)

Founded in 1886, American Water is the largest and most geographically diverse publicly traded U.S. water and wastewater utility company. With headquarters in Voorhees, N.J., the company employs 6,800 dedicated professionals who provide regulated and market-based drinking water, wastewater and other related services to an estimated 15 million people in 47 states and Ontario, Canada. To learn more about American Water and additional career opportunities, visit www.amwater.com.

Primary Role: Lead customer service effort with the objective of providing exceptional service to all customers. Work to promote a highly responsive, top quality customer service support, which contributes to the satisfaction and retention of customers. Responsible for daily verification of billing in the billing/customer service system and recognition of cash, creation of testing scripts and the compilation of all testers information, modification of procedures relevant to system upgrades, daily operational audits and monthly internal reviews.

Key Accountabilities:

- Track and analyze customer water bill payment delinquencies. Identify and document best practices and document action items to address performance below established targets, and develop reporting to support ongoing tracking. Responsible for auditing all services and calls. (40%)
- Clarify the needs of the customer, answer customer inquiries, and assist in the resolution of concerns. Ensure all customer inquiries are handled in a consistent, friendly and professional manner. Trouble-shoot and resolve customer complaints and service issues to ensure a high level of customer satisfaction. (25%)
- Document customer contacts and claims, as appropriate. Track common customer inquiries and problem with a view to develop preemptive/proactive solutions. Maintain common online and physical files regarding specific activities. (10%)
- Maintain a high level of application, process, and water and sewer utility knowledge. Identify and relay to Team Supervisor areas of improvement within the customer inquiry and concern resolution process. (10%)
- Continuously improve call handling skills, systems knowledge, and communications skills and software knowledge, enhancing customer service levels. Be receptive to performance feedback and continuously seek to improve own skills. Provide exceptional service to the customer that meets or exceeds all contractual service level agreements. Support and sustain a positive environment that fosters team performance and individual excellence. Maintain adherence to all policies, procedures, programs, standards of performance and approved business objectives, including those involving affirmative action, communications, community relations, human resources, labor relations, health and safety, and security. (15%)

Knowledge/Skills:

- Knowledge of customer service and sales protocols.
- Strong customer service and telephone sales skills.
- Strong organization, communication and problem-resolution skills.
- Ability to present information or respond to inquiries from groups of managers, associates, customers and contractors.

- Skill utilizing on-line internal systems and web-based software preferred; aptitude to learn these skills quickly acceptable.
- Proficient typing skills.
- Proficiency utilizing MS Office applications and Lotus Notes.
- Ability to continuously improve customer service skills and systems knowledge.
- Ability to handle difficult calls and avoid escalation whenever possible.

Education/Experience:

- High school diploma, GED, or equivalent plus two (2) years experience in related business environment.
- Two (2) years experience in related business environment. Demonstrated typing and software skills.

Work Environment: Office

Travel: Limited

Interest parties please visit Link:

https://career4.successfactors.com/career?career%5fns=job%5flisting&company=amwater&navBarLevel=JOB%5fSEARCH&rcm%5fsite%5flocale=en%5fUS&career_job_req_id=64501&selected_lang=en_US&jobAlertController_jobAlertId=&jobAlertController_jobAlertName=&_s.crb=xG6GBjuNipwgUReOYICefJTULKU%3d